

PATENT

I hereby certify that on the date specified below, this correspondence is being submitted electronically via the USPTO electronic filing system.

Date

February 26, 2010

Alexandra L. Beggs

abeggs.

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants :	Simon Jacobs, John Thomas, Rob Anthony	Attorney Docket No.: 500743.01
Patent No. :	7,587,327 B2	Serial No. : 09/825,296
Issue Date :	September 8, 2009	Filed : April 2, 2001
Title :	ORDER SCHEDULING SYSTEM AND METHOD FOR SCHEDULING APPOINTMENTS OVER MULTIPLE DAYS	

**REQUEST FOR CERTIFICATE OF CORRECTION**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

A Certificate of Correction under 35 U.S.C. § 254 is respectfully requested for the above-identified patent in order to correct Patent and Trademark Office errors made during the printing of the patent. The changes in the patent needed to correct the errors are as follows:

<u>References</u>	<u>Reads</u>	<u>Should Read</u>
Page 3, Right Column, Line 34	"Liu, R. et al., "A route-neighborhood-based metaheuristic for vehicle routing problem with time windows," European Journal of Research, vol. 118, 1999, pp. 485-504."	--Liu, R. et al., "A route-neighborhood-based metaheuristic for vehicle routing problem with time windows," European Journal of Research, vol. 118, 1999, pp. 485-504.--

<u>Column, Line</u>	<u>Reads</u>	<u>Should Read</u>
Column 5, Lines 28-29	“The Manager is also may also maintain the OSS component 202 as previously”	--The Manager may also maintain the OSS component 202 as previously”--
Column 5, Line 41	“The system tables 208 contain store basic configuration information”	--The system tables 208 contain basic configuration information--
Column 8, Line 16	“Terminating a entries in the system table 208.”	--Terminating entries in the system table 208.--
Column 9, Lines 15-16	“(Notes: Neither FSR nor OSS Client is a user class in the OSS component 202.”	--(Notes: Neither FSR nor OSS Client is a user class in the OSS component 202).--
Column 11, Line 38	“each must be defined such tha the start time corresponds to the”	--each must be defined such that the start time corresponds to the"--
Column 11, Line 42	“Aggregate windows cannot overlap, the system”	--Aggregate windows cannot overlap. The system--
Column 16, Line 19	“the component transmit an error message”	--the component transmits an error message--
Column 17, Line 32	“and if a job duration override is”	--and if a job duration override is--
Column 21, Line 57	“and who’s skill matches”	--and whose skill matches--
Column 21, Line 67	“200, who’s skill matches”	--200, whose skill matches--
Column 22, Line 6	“200, who’s skill matches”	--200, whose skill matches--
Column 22, Line 39	“gate window=all time previously booked to its subor-“	--gate window + all time previously booked to its subor- --
Column 22, Line 40	“-dinate basic windows=the time to be booked”	--dinate basic windows + the time to be booked--
Column 22, Line 45	“time previously booked to all aggi windows+all time”	--time previously booked to all aggregate windows + all time--

Column 22, Line 58	“time previously booked to all aggi windows+all time”	--time previously booked to all aggregate windows + all time--
Column 25, Line 2	“Let current day=(current day) (1 day)”	--Let current day=(current day)+(1 day)--

**Delete text beginning at Column 25, Line 28, and ending at Column 28, Line 12, and substitute the following text with indentation as shown:**

appointment cancellation request

M CSR identifier

M appointment identifier — unique integer

appointment change request

M appointment request (new) — except for area

M appointment identifier for previously booked appointment — unique integer

appointment list request

M CSR identifier

M area

M job code

job duration override — in minutes

M requested date

requested time

M appointment type

split time — in minutes

booking pattern — must be present if split time is specified

appointment log

appointment identifier — unique integer, present for approved appointments

M CSR identifier

M booking date

M booking time

M area

M job code

skill code — present for approved appointments

M requested date

requested time — present for basic window appointments

M appointment type

booking log(s) — present for approved appointments

error code — if the appointment is rejected

booking log

M work date

work time — present for basic window appointments

M appointment type

M minutes booked in appointment window

appointment request

M	CSR identifier
M	area
M	job code
	job duration override — in minutes
M	requested date
	requested time — present for basic window appointments
M	appointment type
	split time — in minutes
	booking pattern — must be present if split time is specified
	override indicator — forced booking even if it results in overbooking
appointment time	
M	work date
M	begin time
M	end time
appointment type	
M	one and only one of: all day, AM, PM, EV, basic
area	
M	mnemonic — character identifier
	description
M	travel time
M	number of days into the future that appointment bookings can occur —
	includes the current day, e.g., if this parameter is set to ten days, bookings
	can occur anytime between today and nine days from today
M	the cut-off time for booking same day appointments
M	how soon after booking the appointment work can be scheduled to begin on
	a same day appointment — the end time of the related window must be later
	than the current time by this amount
	skills and associated window hierarchies to be used for the area today and for all
	future dates
M	indication of whether the area is terminated
booked appointment	
M	appointment identifier — unique integer
M	booked date
M	booked begin time — earliest that FSR will show up
M	booked end time — latest that FSR will show up
M	time to complete work — in minutes, excluding travel time
M	travel time — in minutes
Field Service Representative (FSR)	
M	identifier
M	name
M	skill
M	home OSS area
M	enable for use with OSS? — yes or no
M	percentage of time available for dated orders
M	percentage of time available for undated orders

M indication of whether the FSR is terminated  
job code

M code  
description

M time to complete work — in minutes, excluding travel time

M skill code(s) — prioritized list of skill codes based on the appropriateness  
of the skill to complete the job

M indication of whether the job code is terminated  
rejected appointment information

M work date  
work time — present for basic window appointments

M appointment type

M minutes available for booking in the appointment window

M minutes already booked in the appointment window

M minutes to be booked in the appointment window

shift

M code

M working period(s)

M enable for use with OSS? — yes or no

skill code (resource code)

M code  
description

M percentage of FSR's time available for dated orders — applies to  
FSRs with this primary skill

M percentage of FSR's time available for undated orders — applies to  
FSRs with this primary skill

M indication of whether the skill code is terminated

statistics

For each all day, aggregate, and basic window:

M area

M date

M skill code

M minutes available — in the current window only (i.e., no subordinate  
windows)

M minutes booked — in the current window only (i.e., no subordinate  
windows)

M number of orders — in the current window only (i.e., no subordinate  
windows)

M effective window size — in minutes

M total minutes remaining — minutes available in the current window  
minus total minutes booked in the current window

total minutes booked — in the current window plus all subordinate  
windows; only for all day and aggregate windows

M total percentage booked — (total minutes booked / minutes available) \* 100

M window begin time — for basic windows only

M window end time — for basic windows only

\* For the purposes of statistics, excluding a window does not affect the amount of time available in that window or the related windows; it only affects the ability to book to that window. Therefore, the minutes available and minutes remaining values are not affected by the exclusion of the window; they show the same values as if the window was not excluded. However, it is likely that the minutes booked will be zero, unless the window was excluded after some appointments were already booked.

statistics request

M CSR identifier

M area

M requested date

M job code

skill code — needed if request type is next, previous, or current

M request type — either first skill, next skill, previous skill, or current skill

user

M identifier

M name

M password

M user class — either System Administrator or Manager

M indication of whether the user is terminated

M set of privileges

window hierarchy

M mnemonic — character identifier

description

windows to be used by the window hierarchy today and all future dates.

Windows include:

all day start time

all day end time

AM start time

AM end time

PM start time

PM end time

EV start time

EV end time

basic window start time(s)

basic window end time(s)

M indication of whether the window hierarchy is terminated

booking pattern

M mnemonic — character identifier

description

M days on — integer, greater than or equal to 1

M days off — integer, greater than or equal to 0

M anchor date

M start time

M end time  
M indication of whether the booking pattern is terminated  
working periods  
M start time  
M start day of week  
M end time  
M end day of week  
lunch start time  
lunch duration  
break #1 start time  
break #1 end time  
break #2 start time  
break #2 end time

The above errors for which correction is requested under 35 U.S.C. § 254 were made by the U.S. Patent and Trademark Office in the printing of the patent. The errors are considered sufficiently important to justify the processing of a Certificate of Correction under 35 U.S.C. § 254. A Form PTO-1050, is enclosed herewith.

Favorable consideration of this Request is respectfully requested.

Respectfully submitted,

Date: February 26, 2010

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Attorney for Applicant(s)

KNE:alb

Enclosures:

Form PTO-1050

**UNITED STATES PATENT AND TRADEMARK OFFICE**  
**CERTIFICATE OF CORRECTION**

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 DATED : September 8, 2009  
 INVENTOR(S) : Simon Jacobs, John Thomas, Rob Anthony

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	split time — in minutes
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	appointment log
	appointment identifier — unique integer, present for approved appointments
M	CSR identifier
M	booking date
M	booking time
M	area
M	job code
	skill code — present for approved appointments
M	requested date
	requested time — present for basic window appointments
M	appointment type
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	booking log
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	work time — present for basic window appointments
M	appointment type
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M booked begin time — earliest that FSR will show up  
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M time to complete work — in minutes, excluding travel time  
M travel time — in minutes

Field Service Representative (FSR)

M identifier  
M name  
M skill  
M home OSS area  
M enable for use with OSS? — yes or no  
M percentage of time available for dated orders  
M percentage of time available for undated orders  
M indication of whether the FSR is terminated

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M code  
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EV start time
EV end time
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description
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M days off — integer, greater than or equal to 0  
M anchor date  
M start time  
M end time  
M indication of whether the booking pattern is terminated  
working periods  
M start time  
M start day of week  
M end time  
M end day of week  
lunch start time  
lunch duration  
break #1 start time  
break #1 end time  
break #2 start time  
break #2 end time

MAILING ADDRESS OF SENDER:

**DORSEY & WHITNEY LLP**  
**701 Fifth Avenue, Suite 6100**  
**Seattle, Washington 98101-7043**

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No. add'l. copies  
@ .30 per page  
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FORM PTO-1050 (REV. 3-82)

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